



## Inspection Report on

**Red Kite Fostering Ltd**

**1 The Meads  
Kington  
HR5 3DQ**

**Date Inspection Completed**

14/03/2023

**Welsh Government © Crown copyright 2023.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About Red Kite Fostering Ltd

Type of care provided	Fostering Service
Registered Provider	Red Kite Fostering Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	24/09/2021
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

Children living with foster carers at the time of our inspection have developed close relationships with their foster carers and are achieving positive outcomes. Children are encouraged to eat a healthy balanced diet, be physically active and develop their independence skills. Children are supported to participate in education and their health needs are met. Foster carers are good advocates for children in their care and they promote positive relationships between children and people who are important to them.

At the last inspection, the service was issued a priority action notice in relation to the suitability of the service. Effective systems are now in place to determine whether the service can meet the needs of children, the priority action notice has been achieved and the service is now compliant. Matching exercises and risk assessments have improved. Placement plans and safer care plans support foster carers to provide good standards of care and support for children. Arrangements are in place to ensure children are cared for within safe environments, whilst living with their foster carers. The office premises for the fostering service is suitable for its purpose.

The service is operating in line with the statement of purpose. The priority action notice issued at the last inspection has been achieved and the service is now compliant. The service's policies and procedures have been reviewed and demonstrate an improved understanding of Welsh legislation and associated guidance; however, some documents still require updating. Staff supervision is not always completed within the required frequency. Staff do not always complete training in a timely manner to enable them to fulfil the requirements of the role. Improvements are required in relation to supporting and developing staff and we expect the provider to take action.

## Well-being

Arrangements are in place to ensure children can share their views in relation to their care. Children have opportunities to meet with the supervising social worker during their visits, attend their child looked after (CLA) reviews and are consulted as part of the formal annual review process. The Responsible Individual (RI) engages with children during regular social events. The RI ensures children know who they are and strives to build relationships to make themselves approachable to gather feedback from children. The provider would benefit from strengthening formal consultation arrangements with children in line with their needs and level of understanding, to guide developments in the service and inform the quality-of-care review.

Information about the service is available for children in a variety of formats to suit their age and level of understanding. The language and imagery used has been adapted to suit different age groups of children and provides information about how to make a complaint or who to talk to if they have any worries. The imagery used in these guides reflects diversity and the guide is available in both English and Welsh. The Welsh version of the children's guide contains references to the service regulator in England and requires updating to ensure children living in Wales receive accurate information. Foster carers create individual welcome books which include pictures of the home, family members and activities in the local area to support a positive transition for children.

Children's education is promoted, and foster carers play an active role in supporting children to achieve and reach their full potential. Foster carers advocate for children's educational needs and ensure they are available to attend educational meetings and reviews. Children are encouraged to try new activities and interests and are supported to develop new hobbies and join clubs. Children have opportunities to socialise and make friends and foster carers support children to attend parties and play dates to support and encourage positive friendships.

Children's health needs are encouraged and supported. They are registered with local health services and foster carers ensure they attend routine health appointments. Foster carers complete training in first aid and administering medication and records are maintained of any medication given. Children are encouraged to be physically active and eat a healthy diet. Children's emotional well-being is considered, and foster carers advocate for children to receive therapeutic support. Children are supported to develop their independence skills and foster carers encourage them with daily tasks.

## Care and Support

Children are cared for by foster carers who can meet their needs. They experience a nurturing and stable home environment and are supported to achieve positive outcomes.

Matching exercises are completed prior to care being provided and foster carers and children's social workers are included in this process. Matching documents are reviewed and signed by the service manager as part of the provider's assessment of the suitability of the service to meet children's needs. The needs of children already living in the home are considered as part of this process, and appropriate risk assessments are completed. The priority action notice issued at the last inspection in relation to the suitability of the service has been achieved.

The service ensures children have placement plans, risk assessments and safer care plans in place to support foster carers to provide good standards of care and support for children. Safer care plans are specific to individual foster carers and children. These are created when children move into their foster home and are reviewed regularly. Foster carers review and sign these documents. Risk assessments are in place to reflect children's needs and these are shared with foster carers to ensure they have a good understanding of how to support children and manage risk.

Home Safety checklists are completed annually to ensure children are cared for within a safe home environment. Some staff have completed health and safety training; however not all staff have completed this within the 3-year period and training is needed. Arrangements are in place for ongoing checks of fostering households through annual unannounced visits and regular planned visits by the supervising social worker. The majority of supervisions are completed in the home to ensure the home environment can be seen, including children's bedrooms. Standards of health and safety in foster carer's homes is considered as part of the formal annual review process, and pet assessments are completed and reviewed regularly to consider any risks posed by animals in the fostering household.

Foster carers skills and training are assessed when considering a change of approval and additional training is sought when needed. Assessments are detailed and comprehensive and the rationale for recommending a change of approval is clearly documented. Fostering panel documentation evidence scrutiny and decision-making in respect of changes of approval status, and foster carer agreements are reviewed and signed following any change.

Foster carers complete regular safeguarding training and told us they understand their role in safeguarding and protecting children. The Safeguarding policy has been updated and now includes references to Welsh legislation. There is a foster carer handbook in place which provides foster carers with detailed information about the service. This document is available in both English and Welsh however both versions refer to English legislation and the English regulator. Foster carers in Wales need to have guidance which references the correct legislation with accurate references to Care Inspectorate Wales.

## Environment

As this was a focussed inspection, we have not considered this theme in full.

The office premises for the fostering service is suitable and fit for purpose. The office space is large and provides ample space for delivering training or meeting with professionals. Rooms are available to provide separate and private spaces for staff supervision or meetings with foster carers.

Records relating to children and foster carers are stored securely. The service has an electronic system for records which is password protected with individual access codes. Staff files are paper based and stored securely in locked cupboards.

## Leadership and Management

The service is operating in line with the statement of purpose (SOP) and the priority action notice has now been achieved. The SOP has been amended and includes references to Welsh legislation. A section on governance and quality monitoring has been added and references to the role of the Responsible Individual (RI) and the quality-of-care review are now included. Following the last inspection, the SOP now refers to the provision of parent and child foster placements, although the provider has advised they do not currently have any foster carers providing these placements in Wales.

The service's policies and procedures have been reviewed and demonstrate an improved understanding of Welsh legislation and associated guidance. The staff supervision and development policy has been updated and now includes references to Welsh legislation. The placements with foster carers policy no longer references English legislation. The conflict-of-interest policy has been amended and now includes references to potential conflicts which may arise when independent social workers who complete assessments also sit as a member of the fostering panel.

Foster carers receive regular supervision and feel well supported by the fostering agency. Foster carers told us they enjoy their fostering role and have positive relationships with the children they care for. They have regular supervision and find the training useful. Foster carers value the out of hours support available and consider the advice and guidance they receive is helpful.

The system for recording and monitoring foster carer training has been reviewed, all foster carers now have a learning and development plan in place. Methods for recording foster carer training have improved and timescales for training are clearly recorded on the training matrix and highlight when this has been renewed and when it is next due for renewal. Foster carers complete specific training in relation to the individual needs of children they are caring for, as well as additional training if the type of care they are providing changes.

Training in relation to parent and child placements has been provided to fostering staff and panel members, but the service is not currently providing these types of placements in Wales. Panel members are now having annual appraisals; however, staff supervision is not taking place within the required frequency or in line with the service's supervision policy. Newly appointed supervising social workers complete an induction, but core training is not always completed in a timely manner. Supporting and developing staff is an area which requires improvement, and we expect the provider to take action to make improvements.

Staff recruitment practices are generally satisfactory; references are obtained and verified, and risk assessments are in place for former employers who could not be contacted. Staff files contain a copy of the job description detailing the requirements of the role and evidence of relevant qualifications. Reasons for leaving posts with children or vulnerable adults were not recorded in the staff file viewed, but the provider has identified this as an

area for development and taken action. This is now included as part of recruitment practices for more recent staff joining the service.

Arrangements are in place to ensure disclosure and barring service (DBS) checks are completed at the point of recruitment and renewed at the required intervals. Risk assessments are completed in relation to offences disclosed as part of this process. Staff who are required to register with Social Care Wales have done so.

The quality assurance and management (Wales) policy has been amended and refers to quarterly visits by the RI; however, the role of the fostering panel in respect of quality assurance process could be better evidenced.

RI visits and reports are completed within timescale and include sections for documenting which records have been audited and when children/foster carers/staff have been consulted.

The quality-of-care review has been completed and includes an analysis of data; however, this could be more specific and include references to how this information compares to the previous review period. This would help identify any patterns and trends in the service provided. The quality-of-care review refers to how feedback is obtained but it does not analyse this feedback or comment on how this has informed the review and if any action will be taken in response to this.



### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A
11	The service provider is not compliant with Regulation 11 of The Regulated Fostering Services (Services Providers and Responsible Individuals) (Wales) Regulations 2019	Achieved
3	The service does not have robust arrangements in place to ensure the best possible outcomes for children. the service provider should review the service's statement of purpose and the operation of the home to ensure the service operates in accordance with legislation.	Achieved

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement		
Regulation	Summary	Status
31	The provider is not effectively supporting and developing staff to ensure they have completed the required trainings and are regularly supervised.	New

**Date Published** 21/05/2023